

**Community Research Facilitator**

**Job Description**

**Responsible to:**  Director

**Hours:**  37.5 hours per week

**Salary:**  £28,226 – £30,095 + 6% pension. London weighting will be considered. A further cost of living increase will be applied to this salary when approved by NACCOM trustees in July 2021.

**Leave**: 25 days per annum pro rata plus bank holidays**.**

**Contract:** Permanent. Part-time will be considered.

**Location:** Home based in the UK with regular travel requirements within the UK. Possibility of being based within a member organisation’s office or a co-working space.

**Organisational Context:**

NACCOM is committed to bringing an end to destitution amongst people seeking asylum, refugees and migrants with no recourse to public funds living in the UK. NACCOM exists to promote good practice in and support the establishment of accommodation projects that reduce destitution amongst people seeking asylum as well as migrants with no recourse to public funds (NRPF) and / or refugees facing barriers to accessing affordable housing. It does this by:

* providing networking opportunities to encourage, empower and connect members
* sharing knowledge and promoting good practice to provide pathways out of destitution
* working with others (including people with lived experience) to raise awareness of destitution and campaign for a just and humane asylum system **(key outcome for this project)**
* gathering and disseminating data on the scale of destitution and positive outcomes achieved by members **(key outcome for this project)**

**Background:**

The purpose of this work is to develop and facilitate a key area of NACCOM’s Expert by Experience work – the Community Research programme.

Community Researchers are NACCOM volunteers who participate in, design and lead research work at NACCOM. As a group, the Community Researchers discuss the areas of destitution, homelessness, and migration that they wish to collectively research and NACCOM supports the group to undertake ethical, safe and impactful research. The work of the group provides a space for people with lived experience of immigration control to research, analyse and present solutions to destitution in our communities.

This work has grown out of NACCOM’s [Community Reporter work](https://naccom.org.uk/wp-content/uploads/2021/06/Community-Reporters-evaluation_FINAL.docx) and reflects NACCOM’s commitment to sharing knowledge and power. The Community Research Facilitator will assist the group in planning and undertaking research sessions. They will ensure that the group are supported to do this ethically and impactfully. They will work with the NACCOM team to ensure that there are clear routes for the research findings and that they are presented directly to decision makers. The Community Research Facilitator will also provide volunteer management and supervision to Community Researchers and be responsible for managing the ongoing deliver and development of the programme.

The volunteer [Community Research group was established in March 2021](https://naccom.org.uk/learning-from-our-community-researcher-programme/) and we want to build on the successful start to the programme and bring in a dedicated resource to deliver and develop this area of work. We have recently published learning from [a review of the Community Research programme](https://naccom.org.uk/wp-content/uploads/2022/06/NACCOM-Community-Researcher-Review_FINAL-3.pdf), part of which lead to the recruitment of this role.

**Role and responsibilities:**

* Responsibility for managing and developing the Community Research programme
* Support volunteer researchers to facilitate regular online sessions (currently on a Friday morning at least every 2 weeks)
	+ Work with volunteers to decide and plan session topics (including identifying areas for further training and inviting external partners to sessions)
	+ Support session facilitator (volunteers rotate) to prepare session and provide feedback
	+ Record session plans and minutes and share with group
* Provide supervision and development support to volunteers, including 1:1 supervision and personalised progression plans
* Support volunteer researchers to plan and deliver research fieldwork online and in person, for example through focus groups and structured conversations with a variety of research participants (inc. people with lived experience of destitution and those working in support roles)
* Work with researchers, NACCOM staff and members to analyse and interrogate research data
* Work with researchers, NACCOM staff and members to evaluate the programme and individual research projects
* Work with the group to produce written and audio pieces based on the research findings
* Work with the current volunteers to recruit and train new researchers
* Participate in the NACCOM team, in particular in its goal to enable those with lived experience of asylum, immigration and destitution to inform NACCOM’s work to end migrant destitution
* Follow NACCOMs safeguarding policy and processes
* Following NACCOM’s volunteer expenses policy, work with NACCOM’s Finance & Operations Coordinator to ensure that volunteers are able to fully access all volunteering opportunities

**Person specification**

**Essential**

1. Experience of working with people who are socially excluded and face disadvantage in society
2. Knowledge of research methods and experience in delivering research projects
3. High level of emotional intelligence and ability to engage people naturally and empathetically, build rapport and trust
4. Ability to communicate clearly, credibly and in a non-judgemental way with a range of people
5. Ability to take part in challenging conversations, discuss sensitive issues and give and receive feedback openly
6. Experience or ability to analyse research data (qualitative and/or quantitative)
7. Experience or understanding of the design and delivery of research projects
8. Experience or understanding of volunteer management
9. Experience of or involvement in facilitating online group sessions using Zoom, Microsoft Teams or other platforms
10. Experience of or ability to design training materials and running training sessions
11. Good understanding of the ethical and safeguarding issues involved in peer/participatory research
12. An excellent understanding of the challenges experienced by people who are living within the hostile environment
13. Excellent written communication skills, able to produce concise, engaging content for a range of audiences
14. Strong project management skills and ability to manage time and keep to deadlines.

# Desirable

1. Lived experience of asylum, immigration and/or destitution
2. Experience of managing research projects that produce high quality research findings
3. Experience of research using participatory research methods.

**Additional notes**

* This job description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities.
* This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.
* We encourage people with lived experience of immigration control and destitution to apply if they have the right to work and meet the person specification. Should they meet the person specification criteria, they will be prioritised for interview.
* NACCOM will recognise volunteering experience in the shortlisting process.